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FAX COVER LETTER

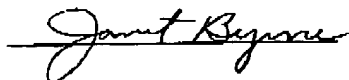
January 17, 2007

TO: ATTN: Office of Petitions
COMPANY: Commissioner for Patents
PHONE:
FAX: 571.273.8300

FROM: Rudolph P. Hofmann
DIRECT DIAL: (612) 607-7340
EMAIL: RHofmann@oppenheimer.com
RE: U.S. Patent Application No. 10/811,439
Attorney Docket No.: 60021-378601

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that a Renewed Petition Under 37 CFR 1.137(b) is being facsimile transmitted on the date shown below, to Office of Petitions, Commissioner for Patents.



Janet Byrne

1-17-07

Date

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert E. Wollan

Serial No: 10/811,439

Filed: March 26, 2004

Title: ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS

Group Art Unit: 3623

Examiner: Unassigned

Docket No: 60021-378601/US

ATTN: Office of Petitions
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Certificate of Mailing/Transmittal

I hereby certify that this correspondence is being facsimile transmitted to the USPTO (Fax. No. 571.273.8300) or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

 1-17-07
Janet Byrne Date

RENEWED PETITION UNDER 37 CFR 1.137(B)

Dear Sir:

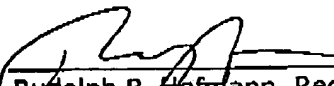
This is a renewed petition under 37 CFR 1.137(b) in response to the Office of Petitions' dismissal of our Petition for Revival of an Application for Patent Abandoned Unintentionally under 37 CFR 1.137(b) mailed August 21, 2006, in the above-identified application.

In response to Office of Petition requirement, the related International PCT Application (PCT/IB05/001011) was filed on March 29, 2005.

Applicants respectfully requests that the Petition for Revival be reconsidered.

Respectfully submitted,

By


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Customer No. 29838
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